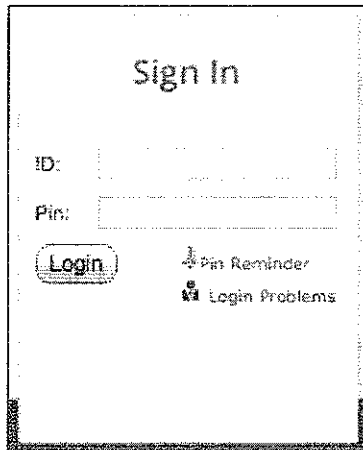


## Absence and Substitute Management



Sign In

ID:

Pin:

[Pin Reminder](#)

[Login Problems](#)

### LOGGING IN ON THE WEB

To log in to the absence management system, type [signin.frontlineeducation.com](http://signin.frontlineeducation.com) in your web browser's address bar and select **Sign In** for the "Absence Management" feature.

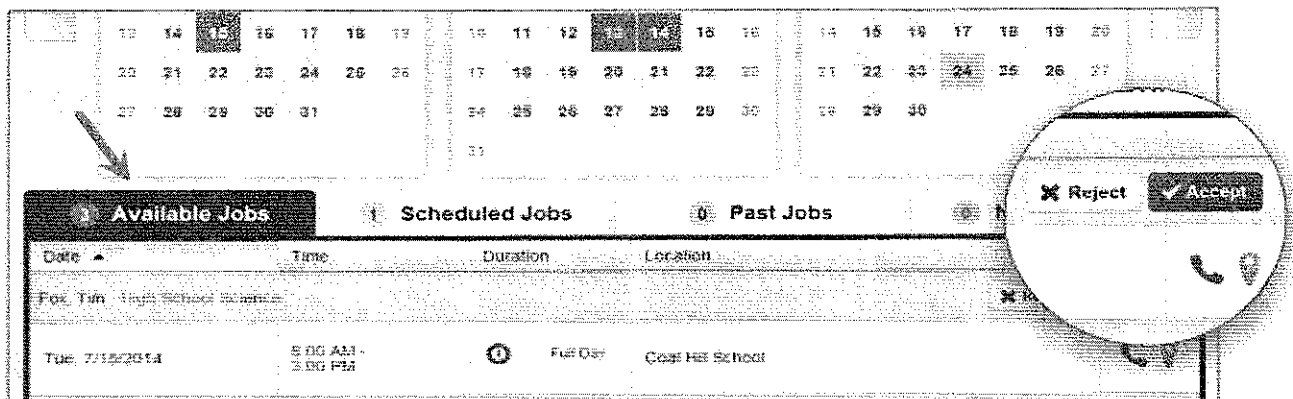
The Sign In page will appear. Enter your ID and PIN and click **Login**.

### CAN'T REMEMBER YOUR LOGIN INFO?

If you're having trouble logging in, click the **Login Problems** link next to the "Login button for more information.

### SEARCHING FOR AVAILABLE JOBS

The system makes it easy to find available jobs right on the homepage. Available jobs appear in green on the calendar and in list form under the "Available Jobs" tab.

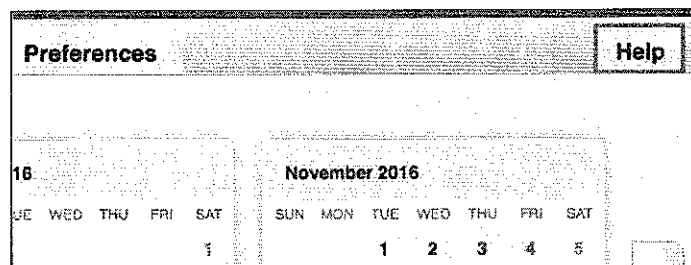


The screenshot shows a calendar view with dates 13 through 31. A green highlight is visible on the 15th. Below the calendar, there are three tabs: **Available Jobs**, **Scheduled Jobs**, and **Past Jobs**. The **Available Jobs** tab is selected, showing a list of jobs. The first job listed is for **Tue, 7/15/2014**, from **5:00 AM - 2:00 PM**, for **Full Day** at **Coast Hill School**. To the right of the job list, there are **Reject** and **Accept** buttons. A circular callout highlights the **Accept** button.

To accept a job, simply click the **Accept** button next to the absence. If you do not want to accept this job, click the **Reject** button, instead.

### GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or want more information about a specific topic, click the **Help** tab to go to the Learning Center to search a knowledge base of help and training materials.



The screenshot shows the **Preferences** page. At the top right, there is a **Help** button. Below the page title, there is a calendar for **November 2016**. The calendar shows the days of the week (SUN, MON, TUE, WED, THU, FRI, SAT) and the dates 1 through 5. The **Help** button is highlighted with a red box.

# The Home Page

Once you have logged into absence management, you will be taken to the home page. You may first be presented with notifications from the system. There are two types of notifications you can receive.

## Notifications

**Web Alerts** - These are alerts that have been created by your district for substitutes to see. They will contain important information that may be useful to you. Once you have read the alerts, you can click the **Dismiss** button to move on. These Web Alerts can be revisited at any time in your absence management website.

Important Notifications

High

Victoria County School District

posted on Friday, March 28, 2014

All substitute are to report to the Main Office before going to their assigned classroom.

Medium

Victoria County School District

posted on Friday, March 28, 2014

Please review the dress code policy in your substitute handbook before arriving at your assignment. Thank You!

Dismiss

**Confirmations** - You can also receive notifications that you need to confirm. The example below is a notification telling the substitute that he has been removed from a job and their services are no longer needed. These notifications are very important and must be confirmed before you can move on to your home page.

You were removed from this assignment on Friday, March 28, 2014 3:57 PM.  
Your services are no longer required for this assignment.

Date	Time	Duration	Location
Fox, Tim	High School Science	Report to: Main Office	CONFIRMATION #131988437
Wed, 4/2/2014 - Thu, 4/3/2014	8:00 AM - 3:00 PM	Full Day	Williams High School

Confirm

# Home Page

Once you have dismissed or confirmed all of your notifications (you may not have any), you will be able to view your home page.

Tom Baker

3 Available Jobs

0 Notifications

Questions?
Logout

# Absence Management

Formerly Aesop

Available Jobs
History
Feedback
Preferences
Help

October 2016

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November 2016

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December 2016

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

3 Available Jobs

2 Scheduled Jobs

1 Past Jobs

0 Non Work Days

Date ▲
Time
Duration
Location

Banner, Robert Physics Professor

Reject
Accept

Tue, 11/1/2016
6:00 AM - 3:00 PM

1

Full Day
Victoria County Community Schools

Top Bar

At the very top of your home page, you will see a black bar with five different buttons you can click on.



**Your Name** - Clicking on your name will take you to the "Preferences" tab where you can change your personal information, PIN, and other settings.

**Available Jobs** - The number of currently available jobs will displayed in the green circle. Clicking on this option will bring you to the "Available Jobs" tab where you will see a list of the jobs that are ready for you to accept.

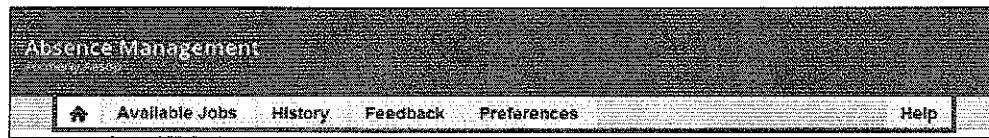
**Notifications** - The number of notifications (Web Alerts) you have will be displayed in the green circle. Clicking here will bring up a list of your current Web Alerts.

**Questions** - Click here to view the name and phone number of your district's Aesop point person.

**Logout** - Clicking the Logout option will log you out of Aesop and will bring you back the the login page.

Main Tabs

The main tabs on the home page let you quickly navigate to other places in your Aesop website.



**Home Tab** - The tab with the blue house icon is your home page. You can click this tab from anywhere in the site to be taken back to the home page.

**Available Jobs** - Clicking this tab will take you to a page listing all of the currently available jobs.

**History** - The History tab will take you to a page where you can view the history of your jobs and Non-Work Days.

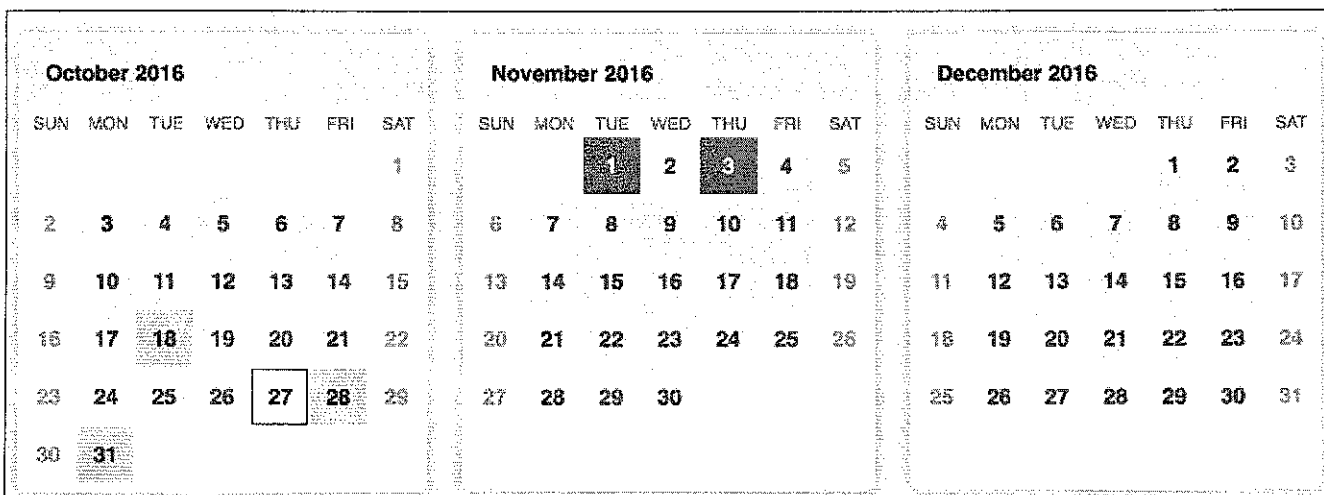
**Feedback** - Feedback is an optional feature in absence management where you can leave feedback about how your jobs went. If this feature is enabled by your district, you will see this tab. Click the tab to be taken to the "Feedback" section of the site where you can leave and view feedback.

**Preferences** - Clicking this tab will bring you to the "Preferences" area of your website. Here, you can change your personal information, PIN, preferred schools to work at, and call times.

**Help** - The Help tab will bring you to the Learning Center for absence management where you will find articles, videos, and interactive guides to help you learn how to use absence management. The Learning Center is your go-to resource for all your questions!

## Calendar

Just below the main tabs is your interactive calendar. The calendar will show you an overview of what days you are working and what days have available jobs.



The calendar is color coded to show the the different types of days:

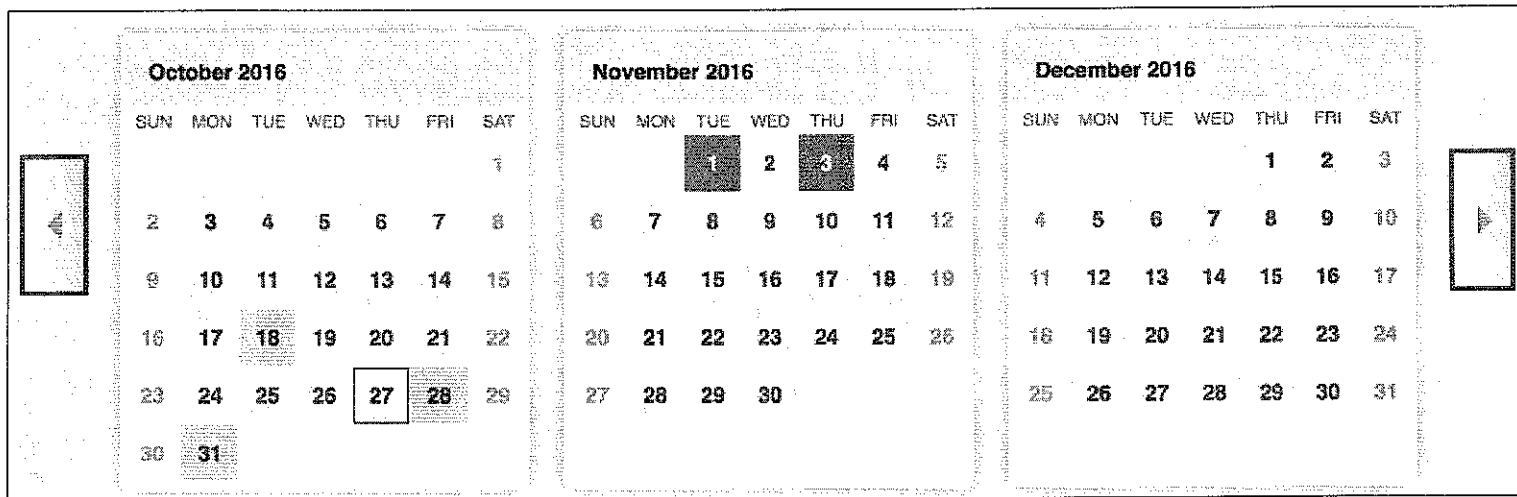
A **black box** around a date represents that it is the current day.

**Blue** days are past or scheduled jobs.

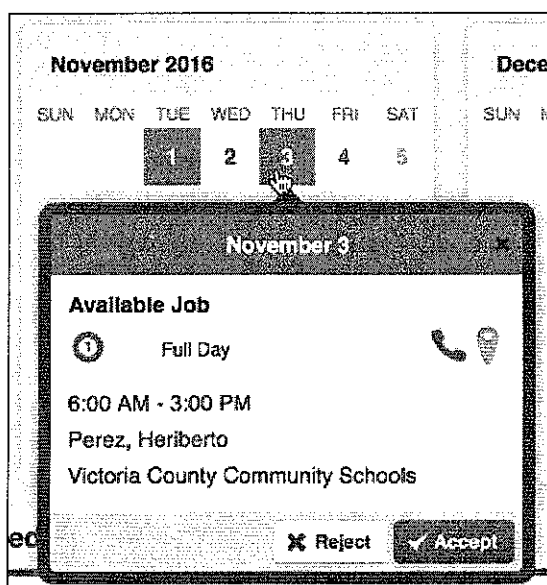
**Green** days are days there are available jobs.

**Gray** represents a Non-Work Day.

Use the back and forward arrows to either side of the calendar to move back and forward in time on the calendar.









Clicking on an individual day in the calendar will pop up information about that day. If there is an available job on that day, you can accept or reject it right from the pop-up.



## Job Tabs

The main body of the home page will be your "Jobs" tabs. They can be found directly beneath the calendar. Clicking these tabs will not take you away from the home page but will change what you are viewing.

3 Available Jobs		2 Scheduled Jobs		1 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
Banner, Robert Physics Professor				<input type="button" value="✕ Reject"/>		<input type="button" value="✓ Accept"/>	
Tue, 11/1/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools		 		
Rogers, Steve Military Specialist				<input type="button" value="✕ Reject"/>		<input type="button" value="✓ Accept"/>	
Tue, 11/1/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools		 		
Perez, Heriberto				<input type="button" value="✕ Reject"/>		<input type="button" value="✓ Accept"/>	
Thu, 11/3/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools		 		

**Available Jobs** - This tab will bring up the view of the currently available jobs for you. The number on the tab represents how many available jobs there are.

**Scheduled Jobs** - This tab shows the currently scheduled jobs you have already accepted. The number on the tab represents the number of currently scheduled jobs.

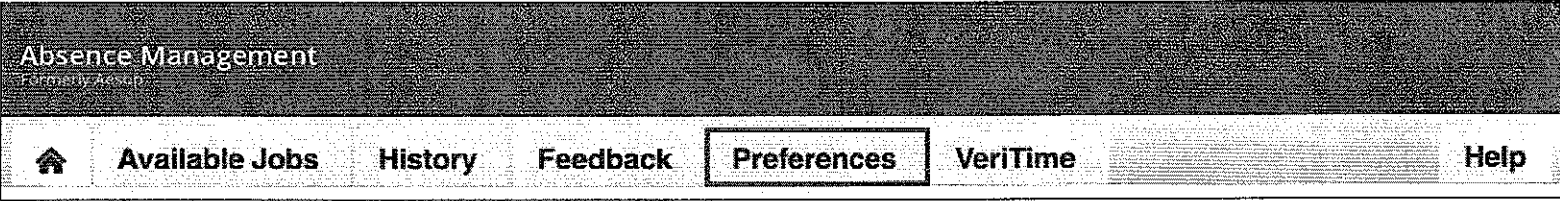
**Past Jobs** - The "Past Jobs" tab brings up your job history for the past 30 days. The number on the tab represents the number of jobs in the last 30 days.

**Non Work Days** - This tab will show you your upcoming Non-Work Days as well as Non-Work days from the past 30 days. You can also create Non-Work Days from here. The number on the tab represents upcoming Non-Work Days and Non-Work Days from up to 30 days in the past.

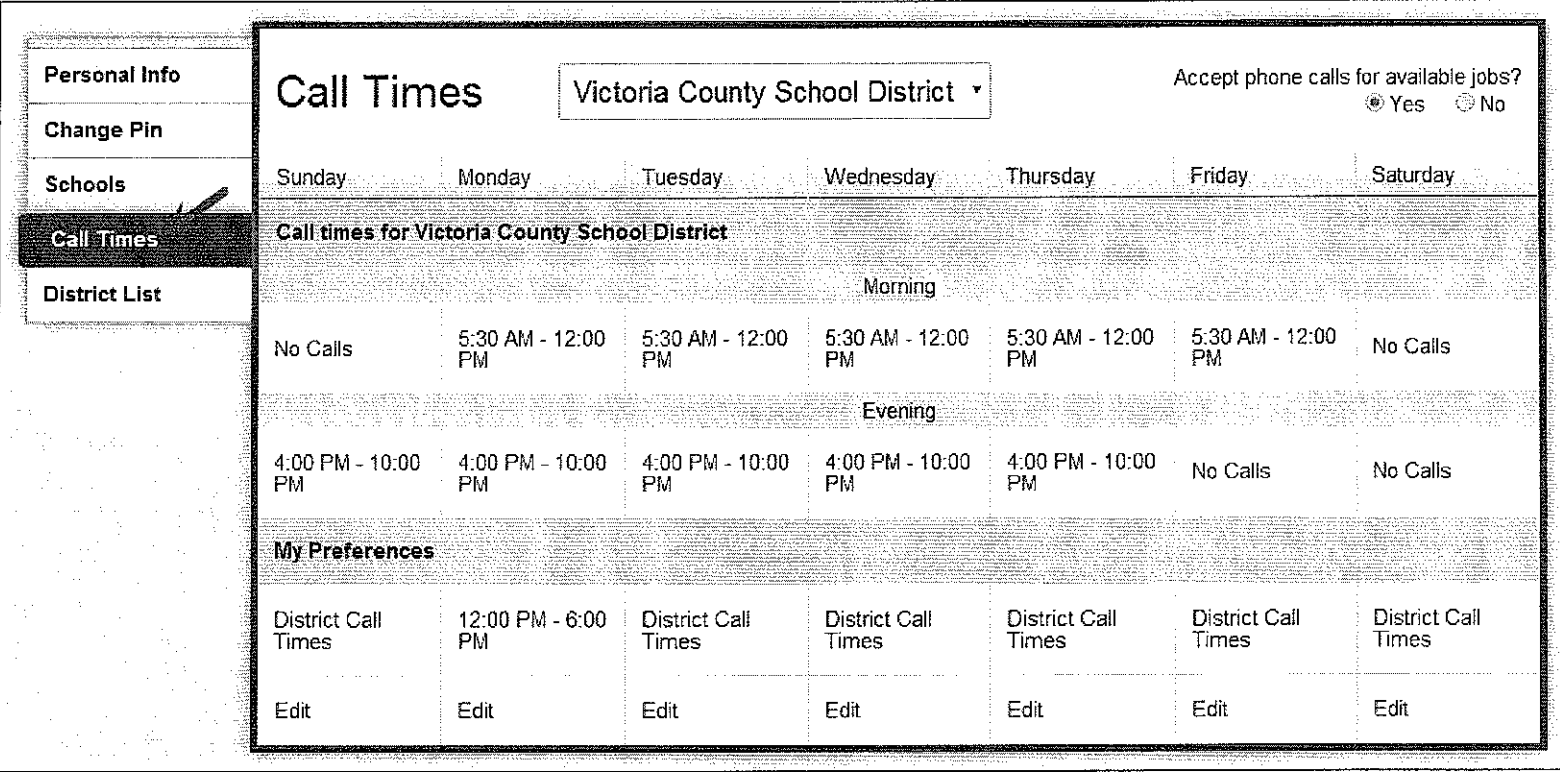
# Setting and Changing Call Times

By default, absence management calls you for jobs during the time period set up by your school district. You can customize these times or turn off calling altogether.

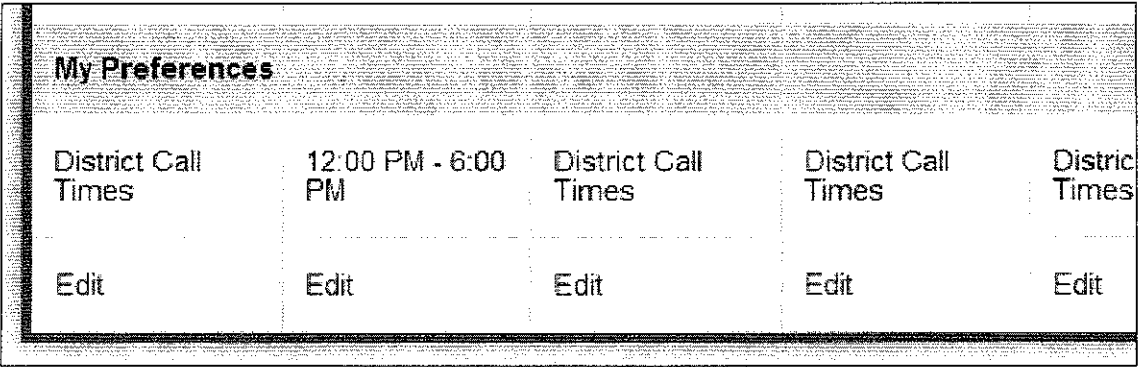
If you wish to edit your options, simply click the **Preferences** tab on the home page.



Now, click the **Call Times** option in the "Preferences Menu."



Absence management displays your district's default morning and evening call times. Click the **Edit** button to change your call time settings and edit each day as needed.



This actions brings up a window where you determine daily call times.

**Your Call Time Preferences for Sunday** [X]

**District Call Times**

Morning: 5:30 AM to 12:00 PM

Evening: 4:00 PM to 10:00 PM

**My Preferences**

☐ Don't Call Me

☒ Call me during the district call times

☐ Call me between  and

Cancel    Apply To All    Apply only to Sunday

- **Don't Call Me** - Choose this option for absence management to not call on the selected weekday.
- **Call me during the district call times** - Make this selection to return call times to the district's default setting.
- **Call me between** - Enter the earliest and latest times absence management can send a call notification.

Once you pick your settings, you have two options:

- **Apply to All** - This setting applies these particular settings to every day of the week.
- **Apply only to** - This option only applies your settings to the selected workday.

## Turning Off Calling

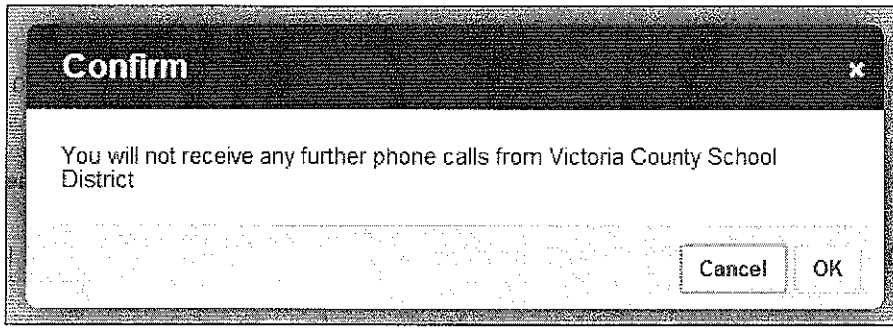
Aesop provides two additional call time options in the top right corner of the page. You can either continue to accept incoming calls or disable the feature.

District ▼      Accept phone calls for available jobs? ☒ Yes ☐ No

	Wednesday	Thursday	Friday	Saturday
Morning	5:30 AM - 12:00	5:30 AM - 12:00	5:30 AM - 12:00	No Calls

Determine your preferences and select the "No" option if you wish to completely turn off calls from absence management.

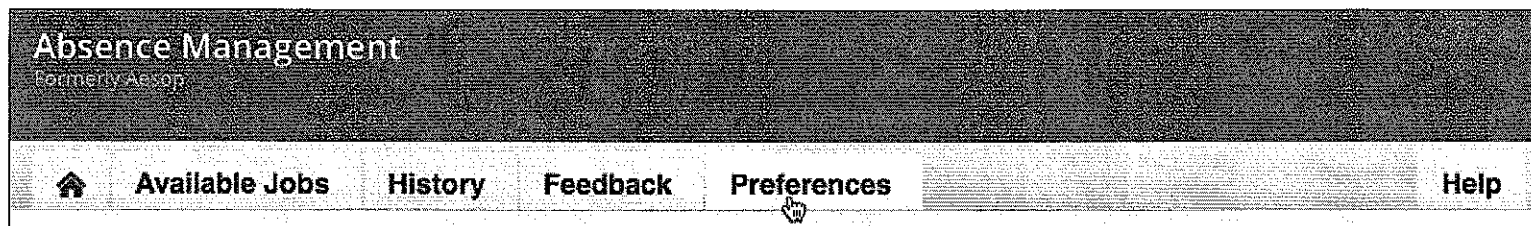
A pop-up box will appear. click **OK** in the confirmation box to confirm this change.



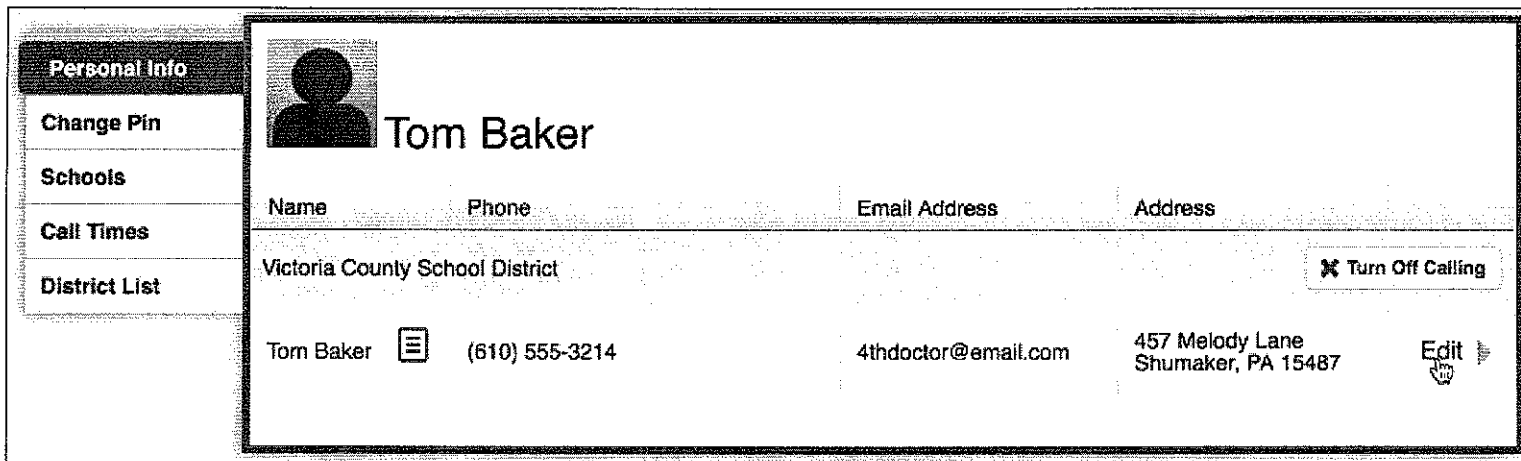
This action causes absence management to no longer call with job offers but you can still search for jobs online.

# Managing Your Personal Info

It's easy to add or update personal information in absence management. Start by clicking the **Preferences** tab on the home page.

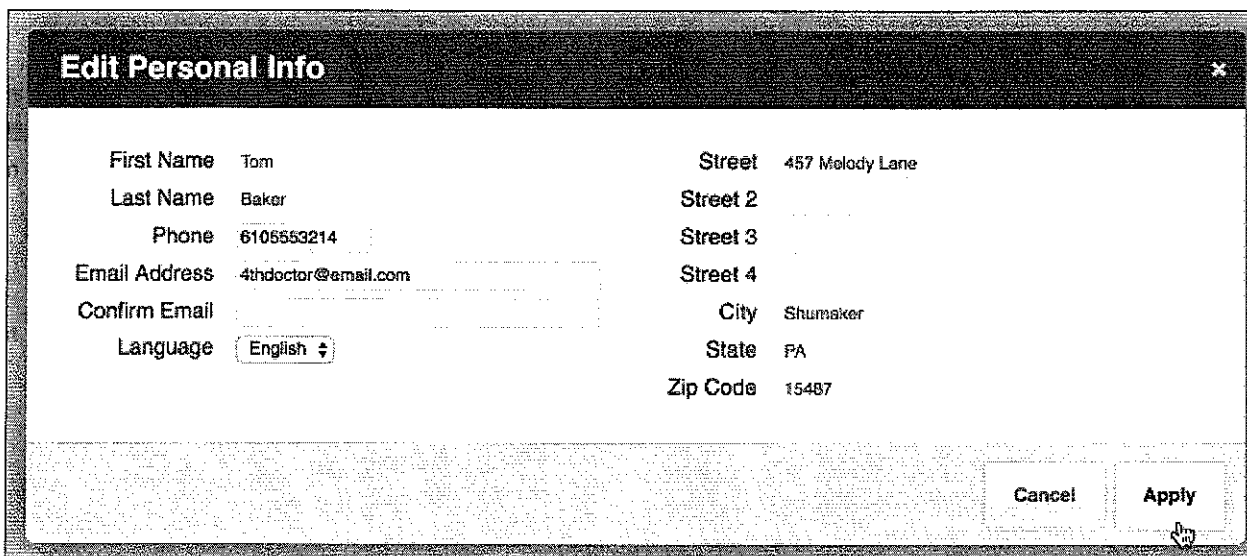


By default, the system takes you right to the "Personal Info" page. To edit your information, click the **Edit** button.



Most districts allow their substitutes to change their email address and phone number. You may have permission to edit other info as well.

If you make any changes, click the **Apply** button to save the changes.



That's it!

## Adding Non-Work Days

If you have days or partial days when you are not able to substitute, you can create "Non-Work Days" so the absence management system will not offer you jobs on those days. Click the **Non-Work Days** tab to view your non-work days and to create new ones. The tab will have a number on it indicating how many Non-Work Days you have scheduled.

6 Available Jobs

3 Scheduled Jobs

5 Past Jobs

2 Non Work Days

This list shows non-work days for the past 30 days. View more by clicking the History tab

+

Add Non-Work Day

Date	Time	Reason	
Fri, 4/11/2014	All Day		<div><div></div><div>Remove</div></div>
Fri, 4/25/2014	All Day		<div><div></div><div>Remove</div></div>

To create a new Non-Work Day click the **Add Non-Work Day** button. This will bring up a window where you can enter your Non-Work Day info.

Add Non-Work Day

Date

4/1/2014

Repeat

From

All Day

to

Reason

Cancel

Save

To create a single Non-Work Day...

- **Date** - Type the date into the box or use the calendar icon to select the date.
- **From/to** - Enter the start and end times for when you can't work. You must un-check the "All Day" box to edit the times.
- **Reason** - Enter the reason for your non-work day. This info is not required.

Click the **Save** button when you are ready to save the Non-Work Day.

## Repeating Non-Work Days

You can also create a Non-Work Day that will repeat. For example, maybe you can't work on Tuesdays for the entire month. When creating the Non-Work Day, click the check box for "Repeat" (shown below).

Add Non-Work Day

Date
4/2/2014

Repeat
every
day

Wednesday

Until

From
All Day

to

Reason

Cancel
Save

Then, mark the circle for Tuesday, put in the end date you want this to repeat until, and click the **Save** button to save the repeating Non-Work Day.

## Removing a Non-Work Day

In your "Non-Work Days" tab, you will see a Remove button for any Non-Work Days that are still in the future. Click the **Remove** button for the specific Non-Work Day you want to remove.

6 Available Jobs	2 Scheduled Jobs	6 Past Jobs	2 Non Work Days
This list shows non-work days for the past 30 days. View more by clicking the History tab			Add Non-Work Day
Date	Time	Reason	
Fri, 4/11/2014	All Day		Remove
Fri, 4/25/2014	All Day		Remove

You will receive a confirmation pop-up. Click **Remove** to confirm (or if you would like to close the window without removing the Non-Work Day, click Cancel).

Remove Non-Work Day

Are you sure you want to remove this day? This action cannot be undone.

Cancel
Remove

# Finding & Accepting Available Jobs

In absence management, finding and accepting available jobs is as easy as pie! From your home page, here are two places you can click to access a list of jobs that you are qualified and available to fill. Available jobs will show up in the info bar at the very top of the page and on the **Available Jobs** tab.

Tom Baker

1 Available Jobs

0 Notifications

Questions?

Logout

Absence Management

Formerly Absop

Home

Available Jobs

History

Feedback

Preferences

Help

October 2016

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November 2016

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December 2016






SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

1 Available Jobs

1 Scheduled Jobs

1 Past Jobs

0 Non Work Days

Date	Time	Duration	Location
Banner, Robert Physics Professor  			
<div><div>Reject</div><div>See Details</div></div>			
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM	 Full Day	Victoria County Community Schools  

The fastest way to find jobs is the "Available Jobs" section on the home page below the calendar. Here, you'll see a list of jobs that you are qualified and available to accept.

## Viewing the Job Details






All the important job details are here, like the name of the employee you will be subbing for, the location of the job, the date and time of the job, and more.

1 Available Jobs

1 Scheduled Jobs

1 Past Jobs




0 Non Work Days

Date	Time	Duration	Location
Banner, Robert Physics Professor  			
<div><div>Reject</div><div>See Details</div></div>			
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM	 Full Day	Victoria County Community Schools  

There are other details about the job (notes, attachments, and multi-day jobs) that will show here too.

View the Job's Notes

The icon that looks like a sheet of paper indicates that this job has notes associated with it. These could be important notes from the teacher letting you know information about the job. Click the **icon** to view the notes.

1 Available Jobs		1 Scheduled Jobs	
Date	Time	Duration	
Banner, Robert	Physics Professor	 	
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM		Full Day




The notes for this job will pop up for you to view. To exit the notes, click the **X** in the top right corner of the pop-up.

Notes



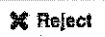
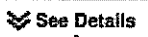



Please cover chapter 3. Thanks!

Multi-Day Jobs

Some jobs in your available jobs list may be multi-day jobs. Multi-day jobs will be indicated by a circle icon with a plus inside it.

1 Available Jobs		1 Scheduled Jobs	
Date	Time	Duration	
Banner, Robert	Physics Professor	 	
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM		Full Day

On multi-day jobs, you won't see an "Accept" button right away. To view the individual days, click the **See Details** button.

1 Available Jobs		1 Scheduled Jobs		1 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
Banner, Robert - Physics Professor		 		 			
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM	 Full Day	Victoria County Community Schools				 



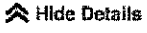






This will reveal each individual day for the job, as well as a new button, **Accept Multi-Day**.

1 Available Jobs		1 Scheduled Jobs		1 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
Banner, Robert Physics Professor							

## Phone Number and Map

In each job listing, there will be an icon for the school's phone number as well as a map to the school.

Click on the **green phone icon** to have the school's phone number pop up. If the icon is gray, that means the school's phone number is not available.

Banner, Robert Physics Professor							  
Fri, 10/28/2016	6:00 AM - 3:00 PM	 Full Day	Victoria County Community Schools				 
Mon, 10/31/2016	6:00 AM - 3:00 PM	 Full Day	Victoria County Community Schools				 

Click the **orange map icon** to open Google Maps with directions to the school's location.

## Accepting or Rejecting Jobs

Now that you have seen the job details, you are ready to accept or reject the job.

### Rejecting a Job

To reject a job, all you have to do is click the **Reject** button on the right side of the job listing. Rejecting a job will make it disappear from your available jobs and you will not see it again. Only click the reject button if you are absolutely sure that you will not want to come back to this job later.



### Accepting a Job

To accept a job click the green **Accept** button on the right side of the job listing.



Once you have accepted the job, you will receive a pop-up at the top of your screen showing you the confirmation number. If there is a file attached to the absence, you will also see a link to view the attached file. This pop-up will stay on your screen until you dismiss it. Dismiss it by clicking the **x** next to "Dismiss Message".

# Understanding Reduced Calling Mode

One thing we don't want is absence management calling substitutes who don't take jobs when it could be calling the substitutes who do take jobs. To prevent this, the system will put substitutes who rarely accept jobs over the phone into "Reduced Calling Mode" or RCM.

The software is designed to "learn" which substitutes probably won't accept a job from a call from absence management. This allows the software to focus on calling substitutes who are more likely to accept the job. We call this Reduced Call Mode (RCM). Substitutes will automatically enter RCM if they reject jobs from the outbound phone system on a regular basis. This is designed to make the outbound calling process a more efficient way to place substitutes in positions.

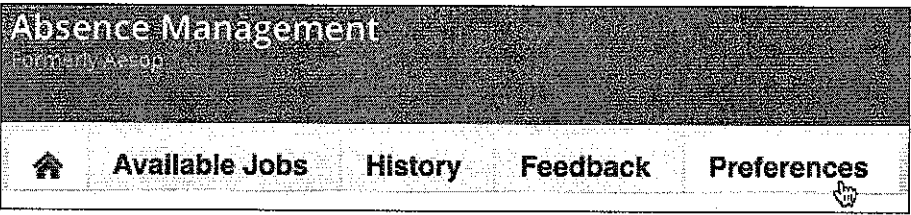
For example, let's consider a substitute has been called with job offers from absence management well over 60 times in the past 30 days. The substitute does not accept any of the jobs. The system will now put this substitute into RCM. The substitute will still receive calls from the absence management system with job offers but it will now be on a very limited basis.

Trying to see if you are in RCM, or trying to disable RCM? [Click here for more information!](#)

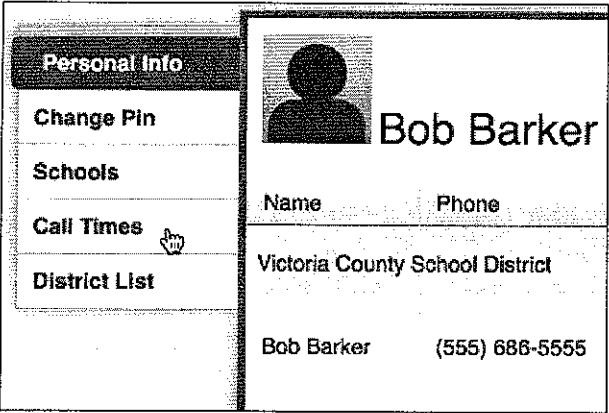
# Turning Off Reduced Calling Mode

If you regularly fail to answer calls from absence management or accept jobs, you will be put into Reduced Calling Mode (RCM). But don't worry! It is easy to turn off RCM and restore your normal calling mode.

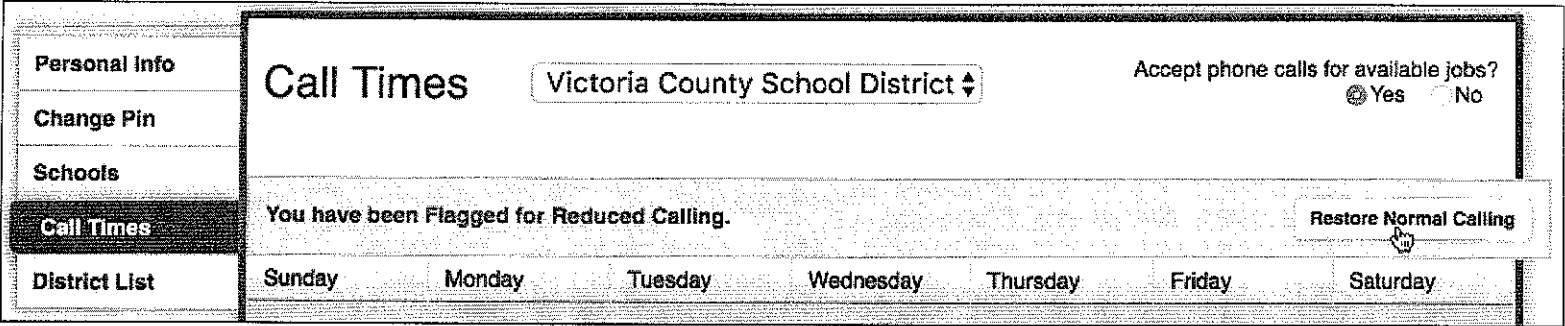
First, click the **Preferences** tab on the home page.



Then, click **Call Times**.



Now click the **Restore Normal Calling** button.



That's it! You're back to normal calling mode!

## ACCESSING ABSENCE MANAGEMENT ON THE PHONE

Not only is the system available on the web, but you can also find and accept available jobs, manage personal information, change your PIN number, and more, all over the phone.

### When You Call into Absence Management

To call, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

When calling the absence management system, you can:

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

### When the Absence Management System Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically start calling substitutes, trying to fill the job.

Keep in mind, when the system calls you, it will be calling about one job at a time, even if you're eligible for other jobs. You can always call in (see "When You Call into Absence Management" section above) to hear a list of all available jobs.

**Note:** When the system calls, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call, you can:

- Listen to available jobs – **Press 1**
- Prevent absence management from calling again today – **Press 2**
- Prevent absence management from ever calling again – **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign). At this point, the absence management system will list the job details, and you will have the opportunity to accept or reject the job.



# Using Absence Management on the Phone

Not only is absence management available on the web, but you can also find and accept available jobs, manage personal information, change your PIN number, and more, all over the phone.

## When You Call Absence Management

To call the absence management system, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

When calling absence management, you can:

- Find available jobs - **Press 1**
  - To accept a job - **Press 1**
  - To hear the information again - **Press 2**
  - To reject a job - **Press 3**
  - To listen to the next job - **Press 4**
  - To replay the skipped job - **Press 5**
  - To return to the main menu - **Press 6**
- Review or cancel upcoming jobs - **Press 2**
  - To hear the information again - **Press 2**
  - To review an assignment in the next 7 days - **Press 3**
  - To listen to the next job - **Press 4**
  - To return to the main menu - **Press 6**
- Review or cancel a specific job - **Press 3**
  - Enter the confirmation number followed by the # sign.
  - To cancel a job - **Press 3**
  - To listen to the next job - **Press 4**
- Review or change your personal information - **Press 4**
  - To change the name recording - **Press 1**
  - To change the PIN number - **Press 2**
  - To change the phone number - **Press 3**
  - To return to the main menu - **Press \***

## When Absence Management Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically start calling substitutes in an effort to fill the job. Keep in mind, when absence management calls you, it will be calling about one job at a time, even if you're eligible for other jobs. You can always call into absence management to hear a list of all available jobs.

When the system calls you, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call from absence management, you can:

- Listen to available jobs - **Press 1**
- Prevent absence management from calling again today - **Press 2**
- Tell absence management the Sub it is trying to reach is not available - **Press 3**
- Prevent absence management from ever calling again - **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign.) At this point, the system will list the job details, and you will have the opportunity to accept or reject the job.